

I am currently working as a Center Manager at the relay center in Sioux Falls. I personally use TRS relay to communicate with vendors and people outside of the center because I am deaf. I can't tell you how much I appreciate the use of the service even though there are some flaws. I have a lot of respect for the people I work with at the center. VRS is a new trend and see a huge growth in this product. The first time I tried it I could not stop calling people. I don't know how many people realize how equivalent this product is of a hearing person using a phone. When working in a management level position it is not easy for deaf or hard of hearing people to communicate with vendors or people outside of their organization when using TRS for several factors: One, many hearing people do not have the patience with the lag time using TRS. Two, we still have hearing people who do not have the knowledge of the TRS product. Three, communication does not always come across 100% from the inbound caller to the outbound caller. Lastly but not the least, TRS has a lag time that we make our conversation as brief as possible leaving out valuable information. Those are the problems I hear everyday from the deaf and hard of hearing community. The Video Relay Service can solve all common problems above with a wink of an eye. Again, VRS is an unbelievable product that I have ever seen anywhere. Let the deaf and hard of hearing community meet their dreams. Thanks!